

# **Request for Proposal**

## **PROGRAM SPECIFICATIONS**

The City of St. Louis is seeking a medical services provider to administer pre-employment medical examinations, drug and alcohol tests, fitness-for-duty examinations and to provide medical and rehabilitation services for work related injuries. The bid may be to provide one or more of the services noted herein. The contract will be for three years, subject to annual appropriation with a two-year extension option, upon written agreement of the parties. The contract will be subject to termination by the City upon thirty (30) days written notice with or without cause and without penalty, damage or forfeiture. The successful bidder will be required to carry a minimum of \$1,000,000.00 general liability insurance naming the City of St. Louis, as an additional insured and will also be required to indemnify the City and its employees. The City's current contract ends on October 31, 2016.

### **I. City Work Force**

The City of St. Louis has approximately 6901 authorized positions in over seven hundred (700) job classes. Many of these jobs are physically demanding and present some risk of injury. Other jobs, such as fire private, police officer, emergency medical technician and correctional officer not only present risks of injury for incumbents, but often involve the safety and welfare of the public. In addition, approximately 580 employees are required to maintain a CDL license and are subject to drug and alcohol testing under the United States Department of Transportation (D.O.T.) guidelines.

Most City employees work in departments, divisions and/or agencies located within the city limits. However, there are some who work in City owned facilities outside the city limits (i.e. Lambert St. Louis International Airport, Howard Bend Water Supply and Purification Plant).

The responses to the request for proposal must include one or more of the following program components:

1. Pre-employment physical examinations including pre-employment drug screens when requested.
2. Drug and Alcohol tests including Return from Seasonal Leave or Layoff testing, Random, Reasonable Suspicion, Promotional, Return to Duty, Follow Up, Critical Incident and Post Accident drug and alcohol testing available 24 hours per day, seven days per week, 365 days per year, including on-site testing; Maintenance of five separate Random Drug and Alcohol Screening pools and a scientifically valid method of random selection from these pools (DOT, Public Safety, Fire Suppression, EMS and Police) on a weekly basis. Random pool selections may vary in frequency for different employee groups.
3. Fitness for duty (physical and/or psychiatric/psychological examinations).
4. Medical and rehabilitation services for Work Related injuries and illnesses.

5. Prescreening for the Wellness Incentive Program (WIP) for commissioned police officers only.

Billing for the medical program will be centralized. Therefore, all bills must be made out to the Department of Personnel of the City of St. Louis. The bills must be itemized and include the employee's name, department, job title, date of service, treatment, procedures performed and charges. Copies of bills for services pertaining to work related injuries must be sent to the City's Third Part Administrator for its Workers' Compensation Program. In the case of pre-employment physical examinations, the bill should include the candidate's name, title of the job applied for, charges and date of service.

## **II. Requirements for the Pre-Employment Medical Examination Program**

The City of St. Louis is comprised of a number of City departments, each under the management of an appointing authority. Many of these departments are further divided into smaller organizational units (divisions) and headed by officials who also have the responsibility and authority to hire and fire.

When responding to an appointing authority's decision to fill a job vacancy, the Department of Personnel must be able to arrange a pre-employment physical examination (and/or drug screen) for the prospective employee(s) with relative ease.

In view of the above, the proposed medical program must allow the Department of Personnel to arrange for pre-employment physical examinations without cumbersome forms and/or scheduling procedures. Moreover, these examinations must be scheduled and completed quickly. Results, including negative drug screens, must be reported to the Department of Personnel within forty-eight (48) hours of the examination; positive drug screen results must be reported (on average) within seventy-two (72) hours.

This program must be designed (1) to assess the physical suitability of applicants and/or promotional candidates for approximately one hundred ten (110) specific job classifications and (2) to identify and document pre-existing medical conditions to avoid future claims that the conditions are a result of employment with the City of St. Louis. The examination should include a health history questionnaire, checks of height, weight, blood pressure, heart rate, visual and hearing acuity. It should also include a urinalysis (glucose tolerance test), a drug screen and other elements of a general physical examination, as well as tests specific to a particular job class.

For positions that require strenuous physical activity, the physical examination should also include a back fitness evaluation conducted by a physical therapist or equivalent medical personnel. This evaluation should rate the candidate's flexibility, strength, range of motion and lifting limitations. The evaluation should result in a report and a recommendation regarding the candidate's ability to safely and reliably perform the essential functions of the job in question.

For the position of Police Officer (Trainee) the examination must also include a psychological examination.

All components of the physical examinations must be specifically anchored to the essential functions of the occupational class and in compliance with the Americans with Disabilities Act. In order to verify and document that the physical examination is appropriately linked to the essential functions of the job, the service provider must be

able to furnish competent professional assistance. Such assistance might include reviewing job analysis documentation, participating in task measurement, quantifying strength, agility, and dexterity requirements, and designing accommodations.

### **III. Requirements for the Drug and Alcohol Screening Program**

In the interest of safety, City policy requires the removal of an individual from the work site when he or she is believed to be under the influence of drugs and/or alcohol. The policy further requires that the employee undergo a drug and/or alcohol screen to determine if he or she is in fact under the influence of drugs or alcohol, and whether it is safe to allow the employee to return to the work site.

Given the policy objective (safety) and the determinations that must be made, the drug and alcohol screening service must promptly (within forty-five minutes of request) provide testing to clinically determine the presence of drugs and/or alcohol in the employee's system.

The program must include an onsite component for testing employees who work evening and night shifts, as well as weekends and holidays.

All drug and alcohol screening must comply with federal regulations established by the Federal Highway Administration in the Omnibus Transportation Employee Testing Act of 1991 as amended and with current United States Department of Transportation guidelines. This program must be designed to detect the use of illegal and often abused drugs and/or alcohol, and the results of drug screens must be defensible in an administrative proceeding and/or court of law in the event the validity of the procedure or the results are challenged. To ensure defensible results, gas chromatography/mass spectrometry must be used as the confirmatory test for all positive drug tests, and a strict chain of custody must be standard operating procedure under this program. All positive drug test results must also be confirmed by a medical review officer prior to reporting them to the City of St. Louis. The service provider must be able and available to defend the validity of the specimen collection, the chain of custody and drug tests results.

At a minimum the alcohol and drug screens should be capable of detecting the validity of the specimen as well as measuring and confirming the presence of alcohol and/or the following drugs and/or drug metabolite: amphetamines/methamphetamine (class) marijuana, cocaine, opiates and phencyclidine.

In connection with employees in the following classes the alcohol and drug screens should be capable of detecting the validity of the specimen as well as measuring and confirming the presence of the following drug and/or drug metabolites: barbiturates, marijuana, cocaine, opiates, phencyclidine, amphetamine/methamphetamine (class), benzodiazepine, methadone and propoxyphene: Security Officer, Police Officer (Trainee), Police Probationary Officer, Police Officer, Police Sergeant, Police Lieutenant, Police Captain, Police Major, Police Lieutenant Colonel, Police Assistant Chief, Police Commissioner, Airport Police Officer, Airport Police Sergeants, Airport Police Lieutenant, Airport Police Captain, Deputy Airport Police Chief, Airport Police Chief, Deputy Marshal, Supervising Deputy Marshal, Chief Deputy Marshal, Park Ranger, Park Ranger Supervisor I, Park Ranger Supervisor II, Park Ranger Manager.

The screening and confirmatory cutoff levels used for all testing must be those established by the Substance Abuse and Mental Health Services Administration

(SAMHSA). The laboratory storage of all positive urine specimens should be for a period of one year from the date of testing, or until such time as any related legal proceedings have been completed.

The Contractor must maintain an agreement with two laboratories certified by the Department of Health and Human Services, one to test primary specimens and the second to perform split specimen testing to confirm positive, adulterated and substituted urine drug screens as prescribed by DOT guidelines. The laboratories must be no more than 500 miles in radius from the St. Louis Metropolitan area and the laboratory directors must be available to provide testimony in person in St. Louis City.

It has been estimated that the City of St. Louis will require approximately eight hundred fifty (850) pre-employment examinations (including drug screens), ten (10) Reasonable Suspicion and Post-accident drug and alcohol testing, and eighty five (85) Return-to-Duty and Follow-up tests annually. Additionally, it is also estimated that the City will require two thousand two hundred fifteen (2215) random drug and alcohol tests. However, the City does not guarantee any minimum number of examinations and/or drug and alcohol tests

#### **IV. Requirements for Fitness for Duty Examinations**

This service component should include the provision of a designated representative to work with the Department of Personnel in coordinating the procurement of medical records, description of job duties and scheduling of appointments. The end result should be a medical report assessing the employee's ability to safely perform his or her job duties.

#### **V. Requirements for Workers Compensation Services**

This service component should include a description of the services offered to provide employees with work related injuries and/or illnesses appropriate medical services and rehabilitation. It should also include the provision of a designated representative to work with the City and the third party administrator for the City's Workers' compensation program in coordinating the procurement of medical records, description of job duties and scheduling of appointments.

#### **VI. Proposal Format**

The outline below should be followed when preparing the proposal for the services described in Sections III, IV and V of this document. Be advised that failure to follow the outline could result in the rejection of the proposal.

- A. Description of Firm: In this section of the proposal, describe the firm and the services it provides. The description should also include the number of years the firm has been in business, location (including address) of facilities, number of staff, special program emphasis, specialties and a list of companies that contract with the firm for medical services.
- B. Advantages of Contracting with Firm for Medical Services: This section of the proposal should explain why the firm is particularly suited to meet the medical service needs of the City of St. Louis.

- C. Pre-Employment Medical Examination Program: This section of the proposal should describe the pre-employment physical examination program. It should specifically include the following:
1. Professionals responsible for conducting the pre-employment physical examinations including the psychological test. Provide a list of medical personnel and their credentials.
  2. Location of examination site(s).
  3. Hours during which the service will be available.
  4. Procedure(s) for scheduling pre-employment physical examinations and reporting the applicant's or candidate's suitability for employment with the City to City hiring officials and the Department of Personnel. Average reporting time standards.
  5. Frequency with which doctors from the firm have provided expert witness testimony to justify the disqualification of a prospective employee. (Describe the type of legal proceeding.).
  6. Provide copies of forms used in pre-employment physical examinations, and several completed forms that demonstrate situations in which recommendations were made to not hire.
- D. Drug and Alcohol Screening Program: This section of the proposal should describe the drug and alcohol screening program, provide a list of laboratory personnel, their credentials, and laboratory certifications. Also include in the section responses to the questions and provide the materials listed below:
1. What computerized random selection software will be employed for Drug and Alcohol testing pools?
  2. How will the multiple work sites and broad geographical area be serviced?
  3. Will samples for drug and alcohol screening be collected by the firm responding to the RFP? If not, name the firm that will collect the samples.
  4. What procedure will be used by the firm collecting the samples?
  5. Will the laboratory analysis be performed by the firm responding to the RFP? If not, name the firm(s) that will perform the analysis.
  6. What is the laboratory testing volume and experience of the firm(s) that will perform the laboratory analysis?
  7. What method of screening and confirmation will be used for all drugs?

8. What kind of quality control program does the laboratory have?
  9. What chain of custody procedures and documentation does the laboratory employ?
  10. What provision does the laboratory have for sample retention?
  11. What kind of professional support will the laboratory provide if legal action is brought against the City?
  12. Has the validity of the laboratory's drug screening procedures been tested in a court of law? What were the outcomes of all such challenges?
  13. What is the laboratory's standard turn around time?
  14. How will laboratory results be reported?
  15. How much does the laboratory charge the medical firm for drug screening (if screening is performed by an outside laboratory)?
  16. Copies of forms used in chain of custody procedure and lab results.
  17. Cost of expert witness testimony regarding drug analysis performed and results of drug tests.
- E. Fitness for Duty Examinations - This section of the proposal should describe how fitness for duty examinations will be coordinated and scheduled including the maximum time frame in which a fitness for duty, both physical and psychiatric/psychological, will be scheduled.
- F. Worker's Compensation - This section of the proposal should describe how the provider will provide medical services and rehabilitation services for work related injuries and illnesses including fees for services, medication or other medically related items such as triage not specifically requested in paragraph VI(G) below. Please identify costs by CPT code.
- G. Costs and Fees - This section should provide the costs of the specialized tests or services listed below, identified by CPT code, as well as any other fees or costs not specifically noted:
- a. Audiogram
  - b. Chest X-Ray (1 view) with interpretation
  - c. Chest X-Ray (2 views) with interpretation
  - d. Department of Transportation Physical Examination (DOT)
  - e. EKG (with interpretation)
  - f. PPD (TB) Skin Test
  - g. Treadmill Stress Test
  - h. SMA - 12
  - i. CHEM - 23
  - j. Comprehensive Metabolic Panel (CMP) (SMA -12)
  - k. Comprehensive Lipid Panel (CHEM-23)

- l. Purified protein derivative (PPD)
- m. Complete blood count (CBC)
- n. CBC with differential
- o. Pulmonary Functional Capacity Test (with interpretation)
- p. Back X-Ray (Lumbar-3 views) with interpretation
- q. Back X-Ray (Lumbar-spine oblique)
- r. Post-Offer Physical Examination (Pre-employment)
- s. Urine drug screen test (specimen collection and testing - results electronic)
- t. Screening Breath Alcohol (EBT)
- u. Confirmation Breath Alcohol test
- v. MRO services for positive drug screen and all DOT drug screens
- w. On-Call/On Site Urine drug screen test (specimen collection and testing - results electronic)
- x. On Call/On Site EBT  
On Call/On Site Confirmation Breath Alcohol test  
Police Officer (Trainee) Examination (includes medical history, audiogram, drug and alcohol test, CMP, PPD, CBC)
- y. Probationary Firefighter Examination (includes medical history, pulmonary function test, Audiogram, Chest X-ray (PA and Lateral), Comprehensive Metabolic Panel, EKG, Lipid Panel Profile, Electrocardiogram, 5-panel drug screen and orthopedic exam)
- z. Physical therapy
- aa. Occupational therapy
- bb. Work hardening
- cc. First Aid treatment
- dd. Workers compensation injury treatment (greater than first aid)
- ee. Rubella Antibody
- ff. Spirometry
- gg. Hepatitis B vaccine
- hh. Hepatitis C Antibody
- ii. Hepatitis A Series
- jj. Hepatitis A Series PPD
- kk. Basic Fitness for Duty examination
- ll. Intermediate Fitness for Duty Examination
- mm. Psychiatric/psychological fitness for duty
- nn. Expert Testimony (MRO)
- oo. Expert Testimony (Laboratory Scientist)
- pp. Expert Testimony (Fitness for duty examinations) (Physician)
- qq. Collector Testimony
- rr. Custodian of Records Testimony
- ss. Random Drug Pool Maintenance
- tt. Drug testing packet (Laboratory Packet)

H. Contract Administration/Transition - This section of the proposal should

describe how quickly the provider can assume contract responsibilities and how administrative operations will be conducted. Include the information noted below:

1. Describe how implementation will be handled.
  2. List the name(s) and title(s) of individual(s) who will service the account.
  3. Provide three references (company names, contact persons, telephone numbers).
  4. Note any performance measures used in similar contracts.
- I. Ordinances/Statutes - This section of the proposal should confirm that the Respondent will comply with all applicable ordinances, regulations and state statutes.
- J. M/WBE and DBE Participation - This section of the proposal should describe M/WBE and DBE participation.

## **VII. Evaluation Criteria**

- Specialized experience, qualifications and technical competence of the firm, its principals, project manager and key staff
- Approach to the project and any unusual problems anticipated
- Scope of services, and approach to programmatic requirements
- Capacity and capability to provide the services within time limitations specified
- Past record and performance of the firm with respect to schedule compliance, cost control and quality of work
- Proximity of the firm to the City
- Fees or fee structure
- M/WBE and or DBE participation
- Ability of the organization to meet statutory or ordinance requirements
- Ability of the firm to provide innovative solutions
- Availability of financial and operating resources as required to complete the work
- Other items that arise as the result of the proposal or interview

## **VIII. Selection Process**

Responses will be evaluated by a Selection Committee, in accordance with the guidelines established by Ordinance 64102. The Selection Committee is composed of



representatives of the Mayor's office, Comptroller's Office, the Aldermanic President's Office, and the Department of Personnel.

The City and/or its Selection Committee reserve the right to:

1. Reject any and all proposals with or without cause;
2. Request additional information as the City and/or its Selection Committee may deem necessary;
3. Waive any and/all nonmaterial irregularities pertaining to proposals;
4. Disqualify any and/or all firms and reject any and/or all Proposals for failure to comply with this RFP or to promptly provide additional requested materials or information;
5. Supplement, amend, substitute or otherwise modify this RFP;
6. Cancel this RFP;
7. Interview or call upon for a presentation from one or more of the Respondents;
8. Negotiate final contract terms with any Respondent;
9. Discuss the proposals submitted with any or all of the Respondents;
10. To enter into any agreement deemed by the City of St. Louis to be in the best interest of the City of St. Louis with one or more respondents.

Respondents will be notified if they have been selected for further consideration. Nothing in this RFP is intended to be, nor should anything herein be construed as an offer of engagement. A selection or designation of a successful respondent shall not be construed as an offer of engagement until and unless a contract is fully negotiated. For the contract to take effect, all applicable parties with the authority to bind the respective entity must sign the agreement.

All materials submitted in accordance with this RFP will become and remains the property of the City and will not be returned. All Proposals shall be considered public records, but may be deemed and treated as "closed" or "exempt" by the City, at the sole discretion of the City, pursuant to the City's understanding and interpretation of the laws of the State of Missouri. All proposal material may become open records. The City cannot guarantee confidentiality of any materials during the evaluation process or at any other time. Thus, Proposals and communications exchanged in response to the RFP should be assumed to be subject to public disclosure. The City shall maintain a list of all entities requesting copies of the Request for Proposals and shall ensure that copies of all questions and responses thereto shall be made available to each entity on such list.

Each respondent, in seeking, receiving or possessing this RFP and/or in submitting a response does release, indemnify and hold the City and its various employees, representatives and agents harmless from and against all claims and demands of any and

all loss, cost, damage, or liability of whatever nature, which may be asserted against or imposed against the City as a result of issuing this RFP, making any revisions thereto, conducting this selection process and subsequent negotiations, and making a final recommendation and/or entering into a contract.

## **IX. Submitting the Proposal**

In submitting the proposal be sure to include verification of a current business license and tax remittance(s), samples of all pertinent forms and bills, costs for all services outlined in the proposal, as well as any other information requested in other parts of this document. Any information or materials the firm requires from the City of St. Louis, such as job descriptions, environmental and physical factors related to certain jobs, should be indicated on the last page(s) of the firm's submission.

If selected the respondent shall be required to comply with all ordinances of the City of St. Louis including Ordinance #65597, the St. Louis Living Wage ordinance. Each bidder must submit the "Living Wage Acknowledgment and Acceptance Declaration" with the bid.

If selected the respondent shall be required to comply with the provisions of Section 285.525 through 285.555 RSMO, as amended, by sworn affidavit attached hereto and provision of documentation, affirm its enrollment and participation in a federal work authorization program with respect to the employee working in connection with this contract. The respondent shall be required to submit the affidavit affirming that it does not knowingly employ any person who is an unauthorized alien in connection with the contract pursuant to the above cited statutes.

**Amended proposals** - A respondent may submit an amended proposal before the deadline for receipt of proposals. Such amended proposals must be completed replacements for a previously submitted proposal and must be clearly identified as such in the transmittal letter. The City will not merge, collate or assemble proposed materials.

**Right to withdraw proposal** - A respondent will be allowed to withdraw their proposal any time prior to the deadline for receipt of proposals. The respondent must submit a written withdrawal request signed by the respondent's duly authorized representative(s) addressed to the contact person listed herein.

**Governing law** - This RFP and any agreement with respondents that may result shall be governed by the laws of the State of Missouri.

**All contacts and questions about the Request for Proposal must be submitted in written form to Sylvia M. Donaldson Department of Personnel via e-mail at DonaldsonS@stlouis-mo.gov on or before September 2, 2016.** No contact with other committee members is permitted. Unauthorized contact regarding this RFP may result in disqualification or rejection of a proposal. The City shall maintain a list of all entities requesting copies of the RFP and shall make available all questions and responses to each entity requesting a copy of the RFP.

The firm's submission should include an original and five (5) complete copies of the proposal signed by the appropriate company officer. Additionally, one electronic copy of the proposal should be sent to Sylvia M. Donaldson Department of Personnel via e-mail

at DonaldsonS@stlouis-mo.gov. **The proposals must be delivered to the Department of Personnel on or before 4:00 p.m. Central Daylight Time, September 9, 2016. Late proposals will not be accepted. All materials submitted in accordance with this RFP will become the property of the City and will not be returned.**

Proposals may be hand delivered or mailed to:

**Department of Personnel  
Employee Relations Section  
Attention: Sylvia Donaldson  
1114 Market Street, Room 700  
St. Louis, Missouri 63101**